

SOUTHMEAD DEVELOPMENT TRUST

Job Description

Post: Social Prescribing Link Worker – HealthWest PCN

Job Purpose: To empower people to take control of their health and wellbeing whilst reducing health inequalities by addressing the wider determinants of health (such as debt, poor housing and physical inactivity) and by increasing people’s active involvement with their local communities.

Responsible to: Adult Social Prescribing Manager

Salary: £24,194 - £25,171

Contract/project length: Permanent

Hours: Part-time, 22.5 - 30 hours per week

Opportunity

We have a brilliant opportunity to join our leading Social Prescribing Team.

Working closely with GP practices and other healthcare professionals, Link Workers aim to address issues that may be causing or exacerbating health problems. Link Workers have a holistic approach to health and connect people to the community groups and statutory services that will best meet an individual’s needs.

Link workers also support existing groups to be accessible and sustainable and to help people start new community groups. We work collaboratively as a team and with local partners, community groups and statutory services - including practice staff at HealthWest PCN GP practices.

Key Responsibilities:



Providing Personalised Support

- To provide personalized information, advice and support to primary care patients and signpost or refer (with consent) individuals to appropriate activities, services and support which will help meet their needs, circumstance and preferences.
- To work alongside those referred (participants) to address barriers to taking care of their own health and to participation in activities that may support it. This includes addressing the wider determinants of health, including debt, poor housing, un/under-employment, physical inactivity.
- To empower participants to maximise the control they have over their lives through enabling them to assess their own abilities, identify goals, take charge of decisions which affect them and improve their ability to self-care. This will involve co-producing action plans and facilitating follow-through.
- Where appropriate, physically introduce people to community groups, activities, and statutory services, helping to develop confidence.
- Effectively manage and prioritise a caseload of participants (across groups, signposting, and more in-depth sessions)) ensuring performance targets and project objectives are met.
- To work to Southmead Development Trusts Safeguarding Policy, discussing all possible safeguarding incidents with your line manager at the earliest opportunity and recording incidents as instructed.

Referrals and relationships

- Build relationships with key staff in the GP practices within local Primary Care Network (PCN), attending relevant meetings, becoming part of the wider network team, giving information and feedback on social prescribing.
- Be proactive in developing links with local agencies, ensuring they know how they can refer.
- Provide referral agencies with regular updates about social prescribing and seek feedback about quality of service impact on referral agencies.

Support community groups and VCSE organisations

- Develop supportive relationships with local VCSE organisations, community groups and statutory services, to help ensure participants accessing services are supported well.
- Forge strong links with the above to utilize their existing networks and build on what's already available, and support community and neighborhood level groups or assets.

- Feedback to Team Managers and Leaders at Southmead Development Trust about any emerging trends or gaps in provision; helping commissioners and local partners to identify unmet needs with the community and gaps in community provision. To work with Team Leaders to develop new groups and services.
- Encourage participants to volunteer in order to build their skills and confidence and strengthen community resilience – including peer support such as setting up new community groups.

Service Administration

- Ensure all service activities and outcomes are recorded in an accurate and timely manner and using Elemental, EMIS, excel and outlook.
- Ensure monthly reporting is completed on time and to a high standard.
- To adhere to Southmead Development Trusts Data Protection and Confidentiality policies and procedures, and the Data Protection Act 2018.

Professional Development

- Work with your line manager to undertake continual professional development, taking an active part in reviewing and developing the roles and responsibilities.
- To make effective use of clinical supervision.

General Duties

- Act as a key ambassador for social prescribing
- Work as part of the team to seek feedback and continually improve the service.
- Work in close partnership with other Trist projects to ensure joined-up working and smooth referral routes.
- Maintain a professional attitude and conduct at all times.
- Have a flexible approach to working which will include occasional evenings and weekends.
- Undertake any other additional tasks as reasonably required.

Person Specification

Post Title: Social Prescribing Link Worker

	ESSENTIAL	DESIRABLE	EVIDENCE
Qualifications	<ul style="list-style-type: none"> Educated to a minimum of level 3 (e.g. A levels, NVQ3) or equivalent. 	<ul style="list-style-type: none"> Relevant Health or wellbeing related qualification. Trained in motivational interviewing. 	CV, Cover Letter
Experience	<ul style="list-style-type: none"> At least two years of experience in a role that involves promoting health and wellbeing in adult health care, social care, public health, or a voluntary and community context. Experience of working holistically, on a one-to-one basis, with people with poor mental health and wellbeing. Experience of implementing monitoring and evaluation systems and reporting to funders and other stakeholders. Experience of working from an asset-based approach, building on existing community and personal assets. Experience of working with VCSE sector, including with volunteers and small community groups. Experience of partnership/collaborative working and of building relationships across a variety of sectors. 	<ul style="list-style-type: none"> Proven track record of working successfully with GPs, health providers and community groups to deliver measurable improvements in health outcomes. Experience of using social prescribing in areas of high social and health inequalities. 	CV, Cover Letter, Interview
Specific Skills/ Knowledge	<ul style="list-style-type: none"> Genuine passion, empathy, and desire to support residents to lead happier lives and to motivate others to reach their potential. 	<ul style="list-style-type: none"> Up-to-date knowledge of developments in the public health, social care and clinical (CCG/NHS) services landscape. 	CV, Cover Letter, Interview

	<ul style="list-style-type: none">• Ability to listen, empathise with people and provide person-centered support in a non-judgmental way, respecting lifestyles and diversity and inspiring trust and confidence.• Excellent written and verbal communication skills.• Confidence in having difficult conversations.• Ability to develop and maintain partnerships with a range of professionals and stakeholders, promoting collaborative working and finding creative solutions to community issues.• Excellent IT skill, including word processing, spreadsheets, email, and internet research.• Ability to work independently and proactively on own initiative and to work flexibly and enthusiastically as a valued member of the team.• Excellent organizational skills, with the ability to complete administration tasks effectively and efficiently and to organize, plan and prioritise on own initiative, including when under pressure and meeting deadlines.• Understanding of health inequalities/social determinants of health and knowledge of community-based interventions that support participants to lead healthier and happier lives.• Knowledge of understanding of quality assurance, monitoring, and evaluation.• Knowledge of community development approaches.• Knowledge and understanding of risk management and safeguarding.	<ul style="list-style-type: none">• An understanding of health, social care and voluntary sector provision, the challenges faces and the issues affecting local communities.• Knowledge of the personalized care approach.	
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Other	<ul style="list-style-type: none">• Commitment to reducing health inequalities and proactively working to reach people from all communities.• Experience of personal accountability, emotional resilience and working well under pressure.• Willingness and ability to work outside normal office hours and across multiple sites.	CV, Cover Letter, Interview
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